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KEES Project Team Addresses Stakeholder Questions

The KEES quarterly stakeholder meeting on September 27, 2012 provided stakeholders with a project status update and an opportunity to pose questions to the project team.

In this environment, KEES stakeholders are primary agency contacts who coordinate KEES project activities at their agencies, as well as agency resource agents interested in components of KEES. These agencies assist consumers in gaining equitable access to medical services

In addition to reviewing the high-level schedule, members of the KEES project team provided a demonstration of the Self-Service Portal (SSP), the online medical application and highlighted aspects of the KEES website. Project team members then fielded questions from the stakeholder community.

A portion of the stakeholder questions concentrated on the functionality of the SSP and the roll-out of KanCare. KanCare is the state’s new model for managing Medicaid and the Children’s Health Insurance Program (CHIP). Currently, consumers use the self-service portal to apply for Medicaid and CHIP through the HealthWave program; however in January 2013, Kansas will transition CHIP and most Medicaid into an integrated care model. All CHIP and most Medicaid



Kim Burnam—Resource Agent Lead, KDHE—presents a brief overview of KEES to primary agency contacts assisting consumers in gaining equitable access to medical services.

beneficiaries will be part of the KanCare program. To learn about KanCare, please visit www.kancare.ks.gov.

Terms to Learn

- ◆ Detailed System Design (DSD)
- ◆ KanCare
- ◆ Web-Based Training (WBT)
- ◆ Instructor-Lead Training (ILT)
- ◆ Local Resource Liaisons (LRL)

KEES Design Team Hosts JAD, DSD Review Sessions

The KEES Design Team leads **What is a “DSD?”** A DSD Rachel Katuin (DCF), Jeanine Schieferrecke (KDHE), and Danny Nguyen (Accenture) are actively completing Joint Application Design (JAD) sessions to close out the last remaining Detailed System Design (DSDs) for the KEES Phase 2 implementation.

requirements as captured in the Requirements Validation Document (RVD).

Each DSD is a large document and requires significant work to create, review, and approve. To streamline the review process, reduce the risk of design issues late in the design process, and to maximize design and build

See “DSD” Page 2



The KanCare program is the State of Kansas' plan to transition Kansas Medicaid into an integrated care model. Kansas has contracted with three new health plans, or Managed Care Organizations (MCOs), to begin coordinating health care for nearly all Medicaid beneficiaries. The KanCare program is scheduled to begin in January 2013. The KanCare health plans are Amerigroup of Kansas, Inc. (Amerigroup), Sunflower State Health Plan (Sunflower), and United Healthcare Community Plan of Kansas (United).

The administration of KanCare within the State of Kansas is carried out by the Kansas Department of Health and Environment (KDHE) and the Kansas Department for Aging and Disability Services (KDADS). KDHE maintains financial management and contract oversight of the KanCare program while KDADS administers the Medicaid waiver programs for Disability Services, Mental Health and Substance Abuse, and State Hospitals and Institutions.

All current Medicaid services will be provided through the KanCare health plans. The current HealthWave and HealthConnect Kansas programs will end, and all of these services will be provided through the KanCare health plans.

If you are interested in learning more about KanCare, please visit www.kancare.ks.gov.

DCF Secretary Gilmore Hosts Appreciation Lunch

On October 12, 2012, The Kansas Department for Children and Family (DCF) Secretary Phyllis Gilmore hosted an appreciation luncheon for roughly 30 DCF employees at the KEES project office in Topeka. Secretary Gilmore's visit marked a project milestone for the DCF employees devoted to the project — ranging from computer programmers to trainers — with the completion of the basic structure design of KEES.

"Thank you for devoting your expertise to this project," Secretary Gilmore said to KEES project staff at the luncheon. "The inauguration of this system will be a game-changing event for the state."

The DCF KEES project team will now transition to the building process. During the Build Phase, DCF staff will assist in building reports and writing software, support enterprise readiness and change management activities, and support the development of training. When implemented in October 2013, KEES will be a streamlined enrollment system, with faster approvals for requested programs. Benefits could be processed within a day of an applicant going online and providing correct and verifiable information.



Above: Some of the KEES team at the luncheon celebrating the project milestone. Below: Secretary Gilmore reads the certificate awarded to all members of the KEES project from DCF.



DSDs Review Sessions Ongoing, Pending DSDs Near Completion

Continued from page 1
activities, the full design document was split into logical sections and submitted for review and interim approval throughout the design process.

In mid-October, the Design Team obtained final approval on 42 of the 55 DSDs that will be a part of KEES when it goes live in October 2013. The remaining DSDs will be completed by the end of 2012. As the DSDs are completed, the Development Team will begin the work of bringing those designs to

life by coding the designs into the KEES Phase 2 solution.

In an effort to translate the design of the system for enterprise readiness, change management and training efforts, members of the KEES Implementation Team attended DSD review sessions in mid-October. These sessions were facilitated by subject matter experts from the Accenture Design Team and explored in-depth functional, business portions of the approved DSDs.

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KEES Training Leads offer Perspective on Agency Training Preparations



Christie Jacox, Lead Trainer

KDHE

■ **Prior Experience:** I've been employed with the State of Kansas for 10+ years. While working for the State, I've been employed as a Family Service Worker, Human Services Specialist, and a Family Medical Training and Outreach

Manager. I've had over 10 years of experience as a trainer, starting my career in the private sector and serving as a trainer for the Clearinghouse contractor. I obtained my Master's Degree in Social Work in 1992.



■ **Most Exciting Aspect of Training Development:** My team is very excited to get started on developing all of the material that will be used for Phase 2 medical training. We learned a lot from Phase 1; now, we are ready to move forward and apply those lessons to the development and delivery of training materials for Phase 2.



■ **Agency Engagement Strategy:** Our overall strategy is to develop training material that is interactive, hands-on and easy to understand. We also want it to serve as a reference guide staff can refer to after Phase 2 has been implemented.

■ **Most Extensive Training Activities:** There's a lot on our plates right now, but I believe the development of the Web-Based Training (WBT) and Instructor-Led Training (ILT) training materials will be the most extensive activities. We have an entire eligibility system to train to multiple end users and agencies; a tremendous amount of time and effort will go into this aspect of Phase 2 training development.

Denise Kelly, Lead Trainer

DCF



■ **Prior Experience:** I've been with DCF for almost 20 years. I began my employment with DCF as a front desk receptionist and support staff for Economic and Employment Services (EES). I've also been a family worker, Elderly

& Disabled (E&D) worker, regional trainer and Temporary Assistance for Needy Families (TANF) program manager. My most recent experience was the manager of the Benefits Section, which includes Food Assistance, TANF, Child Care, and the Refugee Services programs which will be housed in KEES.



Core Curriculum

■ **Most Exciting Aspect of Training Development:** The DCF training team has an extensive skill set and background. We're all very excited about the new functionality of KEES and being able to develop and deliver training staff will use in their work.



Instructor-Led Training

■ **Agency Engagement Strategy:** DCF, KDHE and the contractor are building the training materials together, which include WBT and ILT modules brought directly to the field. Training will also provide desk aids and reference materials for staff. DCF Staff Development and the Regional Training Staff are part of our team to ensure the best training is developed and delivered to the right staff. The Regional Resource Agents will help staff prepare for the upcoming trainings which will make the training experience more beneficial to staff and the transition to KEES smoother.

■ **Most Extensive Training Activities:** Right now, we're finishing up the analysis of what each staff needs to become proficient in KEES. There's a lot to learn, but the eligibility section will be the most extensive and also the cornerstone to the overall training effort.

KEES Phase 2 Training Stages

Analysis, Design, and Build (Winter/Spring 2013)	Train-the-Trainer (TTT) (Spring/Summer 2013)	End User Training (Summer 2013)
Determine KEES Training Audiences Build Training Curriculum Complete KEES Course Reviews Complete DSD Reviews Work with Electronic Content Management (ECM) on P2 Training Build and Test Training materials	Deliver training to identified KEES Phase 2 Trainers Training certification for Trainers who have completed full TTT program	Train End Users Provide Training Support to End Users

A Glance at the Project Activities of East RRA, Partnership with LRLs



Donna Uhl

Regional Resource Agents (RRAs) are responsible for communicating the changes that KEES will bring, details of specific KEES processes, listening to feedback from users in the region they represent, and generally preparing end users for the implementation of KEES in October 2013. As champions of KEES, RRAs are tasked with establishing regular resource network meetings with end users. The following activities chronicle what a typical week is like for a RRA, specifically Donna Uhl, the East Region RRA.

Monday, October 15, 2012—Regional Office – East Region, Topeka

Donna attended the East Region Executive Leadership Meeting and provided updates on KEES activities and initiatives for the East Region. Donna also met with the KEES Implementation team at the KEES Project Office and provided updates about East Region Resource Network activities.

Tuesday, October 16, 2012—Regional Office – East Region, Topeka

Donna spent most of her day preparing for upcoming KEES project presentations and Local Resource Liaisons (LRLs) meetings at various DCF Service Centers. A portion of her preparation is compiling presentation materials.

Wednesday, October 17, 2012: Chanute DCF Service Center

Donna met with a group of 15 DCF employees—primarily comprised of Prevention & Protection Services (PPS) staff—to discuss the KEES project. She also reviewed the intent of the resource network, the role and responsibility of a RRA as well as the responsibilities of the Local Resource Liaisons (LRLs).

Thursday, October 18, 2012: Pittsburg DCF Service Center

Similar to the meeting held the day before, Donna provided staff with an overview of the KEES project. The afternoon was spent with the LRLs going through the KEES Learning Management System (LMS) training.

Friday, October 19, 2012: Independence DCF Service Center

Donna met several LRLs from the East region to conduct LRL training. During this training session, newly appointed liaisons explore additional tools and resources like the helpdesk contact information, the User Support Request (USR) process and form, and a review of the KEES Phase 1 Learning Management System (LMS).

What are Local Resource Liaisons (LRL)?

The East Region has developed a group of LRLs to assist in the information sharing process. The LRLs will serve as the single point of contact for the Service Center(s) they represent, provide leadership for other KEES users, distribute information provided by the KEES project, and submit feedback from their office. **East Region LRL:** Alvin Byers, Columbus; Sondra Chapman, Fort Scott; Lisa Conger, Independence; Rita Cross, Hiawatha; Abby Doherty, Pittsburgh; Rex Ellbracht, Ottawa; Danella Guillen, Topeka; Kristi Hale, Chanute; Brigitte Hampton, Osawatomie; Jodi Kirk, Topeka; Jane Napier, Pittsburgh; Tim Ostroski, Topeka; Tammy Schaefer, Marysville; Deborah Schumacher, Iola; Leanda Stover, Parsons.



Chanute DCF Service Center (above): Donna Uhl conducts a KEES overview presentation with East LRLs: Brooke Madl, Tammy McGinnis, Michael Burt, Elena Jones, Tammy Johnson, Cindy Miller, Anita Cooper, and Irene Lowery. One of the main objectives of these presentations is to provide resources to the LRLs to address the unique needs of their offices.



Independence DCF Service Center (above): East Region LRLs: Alvin Byers, Kristi Hale and Lisa Conger attend a LRL training session. These sessions outline the roles and responsibilities of the LRLs. **Pittsburg DCF Service Center (below):** Donna Uhl met with East LRLs: Abby Doherty, Meg Wheeler, Kathy Ward, Patrick Pence, and Ruth Anderson. During this session Donna explored portions of the Learning Management System (LMS).

